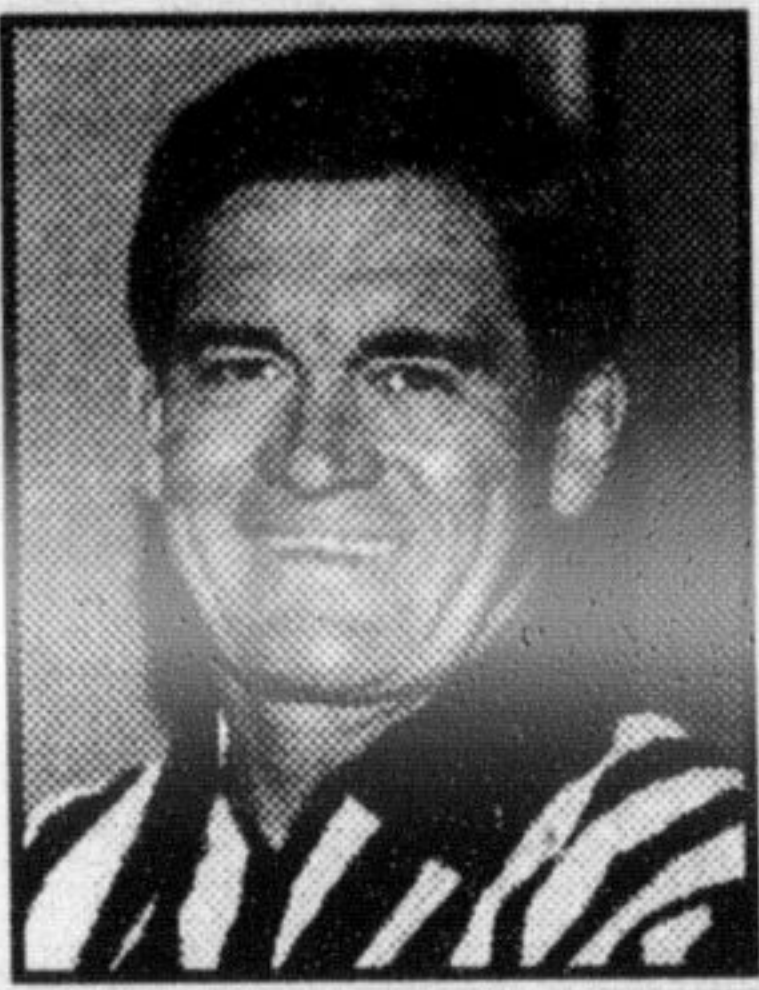


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A 'SET OF STANDARDS' OF EXPECTATIONS TO RECEIVE when travelling via air transportation is being promoted - A CONSUMER BILL OF RIGHTS - so you, the traveller will know the level of service you can expect to be provided. At the moment the airlines can cancel, delay, alter, or whatever, any flights they choose. They can delay refunds, do not have to provide oversell information, fare options, lost baggage delivery timing - all are areas customers have to accept what they are told. A National organization, THE ASSOCIATION OF CANADIAN TRAVEL AGENTS (ACTA) is lobbying to have this approved in parliament in their clients' interest. It follows a similar action taking place in the US. This as a result of so many delays, fare changes, and the lack of communication when changes occur, causing havoc in some cases, and much frustration in many.



www.passengerrights.com

**A WEBSITE TO RECORD AIR TRAVELLER COMPLAINTS EXISTS** for passengers to tell their tale of 'woe' during a recent flight. Passengers put on wrong flights; passengers sitting in airports for hours because their connecting flight was cancelled - even when it's a problem with nature, i.e. an ice storm - there are many problems which develop (certainly for the carrier first, but their handling process often leaves something to be desired as many who have been in that situation will attest to) and for uninformed travellers it can be chaos. THE SITE IS - www.passengerrights.com - give it a look. We know some travel agents who will gladly assist their clients to register their complaints via this route too!

???

**DID YOU KNOW DEPT: THE FIRST COUNTRY TO SEE THE NEW MILLENIUM IS FIJU:** If you are there on December 31 this year you will be able to 'straddle the date line' into the next century!

\*\*\*

**TRAVEL TIP OF THE WEEK:** Does anything sound as nice as a 'SPA GETAWAY'? There are many companies offering this type of travel now, or you don't even have to leave the province to give one a try. GO FOR IT - YOU ONLY LIVE LIFE ONCE!

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Milton Choristers gave shoppers a sneak preview of their upcoming British Isles Pub Night during two performances Saturday, the first at Loblaws Food Market and the second (pictured here) at Milton Mall.

Photo by GRAHAM PAINE

**CAROLE MURRAY'S SWIM ACADEMY AND SWIM BOUTIQUE**

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**Years are chasm**

• from DETERMINATION on page 25

18 and everything that was important in life happened to me in the Prairies," she said. "I met my husband there, had kids there, bought my first house there and started painting there."

Today, Ms Schreyer is comfortably ensconced in wildlife artist Robert Bateman's old home in Lowville. "It was a ready-made studio, the whole bit," she said. "I'm right at the escarpment, looking right at Rattlesnake Point."

Though Ms Schreyer has painted in oils and acrylics, watercolours are her mainstay. "Watercolours don't have to be pastel and wishy-washy," she said. "They're very underestimated."

The unpredictability of watercolours is what keeps her interested, said Ms Schreyer.

"It's more challenging than other mediums I have tried," she said. "It can surprise you every day. Sometimes you think 'how did I do that?'"

The most realistic of the five artists in the Mississauga show, her work features bold splashes of colour as well as light and shadow to highlight everyday facets of life.

Being both Prairie-bred and frankly female, Ms Schreyer was happy to take part in the Mississauga show.

"We want to celebrate the idea of womanhood," she said. "We are persons. We are here."

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1<sup>ST</sup> LINE from  
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**mdh**